



# LiveWell Vermont portal FAQ

## How do I get started?

- Go to: <https://mybluehealth.bcbsvt.com> and click on the sign up button under “**First Time Users: Register Here**”.
- **Create Username:** Use your employee or retiree number as your username, available on your ID badge or pay statement.
- **Create a Password:** Password must include at least 1 capital letter, 1 number, 1 special character (!@#\$%^&) and be a minimum 8 characters in length. **Write your username and password down as you will use this for all future access to the portal.**
- Under “**Member Information**” enter your name as it appears on your Blue Cross Blue Shield Insurance Card. **If you are not insured by Blue Cross Blue Shield** enter your name as it appears on your pay statement.
- Enter an email address to receive wellness communications and to have the ability to retrieve your password.

## What's next?

Take your health assessment. This is a confidential online questionnaire that provides you with a picture of your overall health. The health assessment covers a wide range of health issues and concerns, from your stress level and nutrition habits to your health status and work environment. You will receive a report that reviews your overall well-being and gives you recommendations based on your results.

## Do I need anything before I take the health assessment?

No, you can update the health assessment at any time with your biometric information. However, to receive the most relevant recommendations, we suggest that you have the following: weight, total cholesterol (HDL/LDL), triglycerides, fasting glucose and blood pressure.

## How long does the health assessment take to complete?

The health assessment takes about 15 minutes to complete. You do not have to complete the assessment all at once. If you choose to take the assessment in sections, simply click on the “Save & Exit” button at the bottom of each page to save your progress.

## Is my information confidential?

Your privacy is very important to the State of Vermont and to Blue Cross Blue Shield of Vermont. We have taken every reasonable precaution to ensure that your personal information remains secure and confidential. The personal health assessment website is a secure, encrypted site that is managed by a third party. Your personally-identifiable information will only be shared with a LiveWell Vermont coach should you enroll in wellness coaching. It does not affect your health benefit coverage.

## Who do I contact if I have any questions?

If you need technical help, please contact: customer service at (888) 778-5570 or email [bwel@bcbsvt.com](mailto:bwel@bcbsvt.com)

If you have questions about LiveWell Vermont State Employees Wellness Program, contact:

Maura O'Brien, Wellness Program Coordinator at 802-828-2804 or email [DHR.LiveWellVermont@vermont.gov](mailto:DHR.LiveWellVermont@vermont.gov)